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Total Number of Pages in This Submission

34

Application Number

09/420,912

Filing Date

October 20, 1999

First Named Inventor

Jon A. Ford

Art Unit

3623

Examiner Name

Eric T. Shaffer

Attorney Docket Number

Ford 1

ENCLOSURES (Check all that apply)

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| <input type="checkbox"/> Affidavits/declaration(s) | <input type="checkbox"/> Power of Attorney, Revocation | <input type="checkbox"/> Status Letter |
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Remarks

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

| | | | |
|--------------|------------------|----------|--------|
| Firm Name | AVAYA, INC. | | |
| Signature | | | |
| Printed name | David Volejnicek | | |
| Date | June 24, 2005 | Reg. No. | 29,355 |

CERTIFICATE OF TRANSMISSION/MAILING

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Serial No. **09/420,912**
Amdt. Dated 24 June 2005
Reply to Office Action of December 27, 2004



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: **Jon A. Ford**
Case No.: **Ford 1**
Serial No.: **09/420,912** Group Art Unit: **3623**
Filing Date: **October 20, 1999**
Examiner: **Eric T. Shaffer**
Title: **Arrangement For Resource and Work-Item Selection**

Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL REJECTION

SIR:

In response to the Office Action mailed on April 28, 2005, please enter the following amendment in the above-identified patent application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 27 of this paper.